HealtheConnections Reference Guide: RHIO Administrators

This guide outlines the key information Rochester RHIO Administrators need to prepare for the transition to HealtheConnections, including Participating Organizations Roles and Responsibilities, Health Information Exchange (HIE) User Roles and Permissions, HIE Access and Oversight, and Support and Resources.

Participating Organizations Roles and Responsibilities

HealtheConnections HIE participation includes designated organizational contacts with distinct responsibilities. The table below provides a brief overview of each role.

HIE Designated Role	Primary Responsibility	What This Means for Rochester RHIO Participants
RHIO Administrator	Serves as the organization's primary contact with HealtheConnections and oversees HIE user access, account modifications and terminations.	This role is similar to the current Rochester RHIO role. RHIO Administrators will remain the main liaison, with support from other designated roles.
Audit Contact	Serves as the organization's primary contact for required compliance, verification, and auditing activities and coordinates follow-up with HealtheConnections.	This distinct HealtheConnections role that supports required audits and attestations. The RHIO Administrator will be asked to provide the appropriate contact information during the transition.
Technical Contact	Serves as the organization's primary contact for interfaces, integrations, connectivity, testing, and other technical activities.	Technical contacts work with HealtheConnections to support interfaces or other technical connections. If applicable, the RHIO Administrator will be asked to provide the appropriate contact information during the transition.
Executive Contact	Provides organizational oversight and accountability for HIE participation, including reviewing and signing required agreements and documents.	The organization should identify an appropriate leader to review and sign participation documents when needed. The RHIO Administrator will be asked to provide the appropriate contact information during the transition.
Data Quality Contact	Works with HealtheConnections to identify and resolve data quality issues that may affect the accuracy or completeness of information supplied by the organization.	This role generally applies to health systems and other organizations that contribute data. If applicable, the RHIO Administrator will be asked to provide the appropriate contact information during the transition.
HIE Authorized Users	May access only the HIE services and information permitted by their assigned and approved access role.	Authorized Users are responsible for requesting appropriate access, completing required training and attestations, protecting their credentials, and following applicable policies, laws, and regulations. RHIO Administrators and Audit Contacts oversee user access and compliance.

Important: Notify HealtheConnections at support@healtheconnections.org whenever a designated contact changes so organizational records, access, and communications remain current.

443 North Franklin St., Suite 001
Syracuse, NY 13204
healtheconnections.org

HIE User Roles and Permissions

Authorized User of the HIE should be approved/assigned the access role that best aligns with their job responsibilities and authorized need for HIE information. They must access only the HIE services and information permitted by their assigned access role and comply with organizational policies, patient consent requirements, and applicable laws and regulations.

View the Reference Guide for HIE Authorized Users to review available access roles, understand what information each role can access, and determine which role is appropriate for your users.

HIE Access and Oversight

RHIO Administrators oversee user access, while Audit Contacts support compliance reviews and audits. Both roles use available reports to monitor user access and activity, identify concerns, and complete required reviews and audits. Access should be limited to the minimum necessary and updated or removed within 24 hours when no longer needed.

Support and Learning Resources

Use these resources to learn how to navigate the HIE Portal, complete common tasks, monitor service availability, and contact HealtheConnections when assistance is needed.

Resource	How It Helps
Resource Center	Find user forms, training materials, guides, patient resources, and other frequently used information in the Resource Center.
HIE Portal Help Center	View notices, quick links, and portal-specific resources within the HIE.
System Status Dashboard	Check the System Status Dashboard for known issues and notices.
HealtheConnections Support	Contact HealtheConnections by email at support@healtheconnections.org or by phone at 315-671-2241 ext. 5. Additional resources are available at www.healtheconnections.org. • **Business Hours**: Monday through Friday, 7:30 am to 5:00 pm EST • **After-Hours Support**: For urgent issues outside of business hours, call 315-671-2241 ext. 5.

443 North Franklin St., Suite 001
Syracuse, NY 13204
healtheconnections.org